

DOCKET INDEX  
**Wasek vs. Questar**  
FORMAL COMPLAINT

<b>DOCKET#</b> 08-057-04	<b>In the Matter:</b> the Formal Complaint of Wasek vs. Questar Gas Company	56509
<b>Date</b>	<b>Description</b>	<b>SS#</b>
March 6, 2008	Formal Complaint	f:h:c\080570 4FC.pdf
March 6, 2008	Action Request, Due: April 7, 2008	56508

# ACTION REQUEST

Date: March 6, 2008

FROM: Public Service Commission

Due: 04/07/08

SUBJECT: Formal Complaint: Wasek vs. Questar Gas Company; 08-057-04

\_\_\_\_\_  
(Company Name, Case Number, etc.)

This is a request for the Division to conduct:

\_\_\_\_\_ Review Tariff Compliance

\_\_\_\_\_ Analysis of Complaint

\_\_\_\_\_ Investigation

  X   Other

## EXPLANATION AND STATEMENT OF ISSUES TO BE ADDRESSED

\_\_\_\_\_  
03/06/08

08-057-04

(1) FORMAL COMPLAINT In the Matter of the Formal Complaint of Wasek vs. Questar Gas Company

08:057.04

## COMPLAINT FORM

PUBLIC SERVICE COMMISSION  
Heber M. Wells State Office Building  
160 East 300 South, Fourth Floor  
Box 45585  
Salt Lake City, Utah 84145

2008 MAR -6 A 8:19

149320

1. Name of Complaint: IMPROPER/UNFAIR BACK BILLINGAddress: [REDACTED]Telephone No.: [REDACTED]The utility being complained against is: QUESTAR2. What did the utility do which you (the Complainant) think is illegal, unjust, or improper? Include exact dates, times, locations and persons involved, as closely as you can. EFFECTIVE WITH THE

FEBRUARY 2008 BILLING, THEY HAVE INCREASED MY MONTHLY BILL  
FROM \$41.00 TO \$135.00 TO MAKE UP FOR INCORRECT CHARGES  
FOR THE PREVIOUS 24 MONTHS.

3. Why do you (the Complainant) think these activities are illegal, unjust or improper? QUESTAR  
INSTALLED NEW EQUIPMENT (RADIO TRANSPONDER) IN  
DEC. 2003 THAT CONTINUALLY REPORTED ERRONEOUS  
METER READINGS. IN THE FOUR YEARS THAT THIS EQUIPMENT  
WAS IN SERVICE IT WAS NEVER TESTED FOR ACCURACY.

4. What relief does the Complainant request?  
REDUCE THE BACK-BILLING PERIOD FROM  
24 MONTHS TO 6 MONTHS. THIS PROBLEM IS  
NOT THE CUSTOMERS FAULT, IT IS CLEARLY THE FAULT  
OF QUESTAR. NEW EQUIPMENT, UNTESTED, NOT MONITORED.

5. Signature of Complainant [REDACTED]Dated: 3/5/2008